



County of Los Angeles CHIEF EXECUTIVE OFFICE

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WILLIAM T FUJIOKA
Chief Executive Officer

January 8, 2008

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Board of Supervisors
GLORIA MOLINA
First District

YVONNE B. BURKE
Second District

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Third District

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Fifth District

Dear Supervisors:

**COMMUNITY AND SENIOR SERVICES DEPARTMENT:
LOS ANGELES COUNTY AREA AGENCY ON AGING
FISCAL YEAR 2006-07 AREA PLAN YEAR-END REPORT
(ALL SUPERVISORIAL DISTRICTS)
(3 VOTES)**

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve the Fiscal Year (FY) 2006-07 Area Plan Year-End Report (Attachment A).
2. Authorize the Director of Community and Senior Services (CSS), or designee, to sign the Letter of Transmittal (Attachment B) on behalf of the Chair of the Board and submit the plan to the California Department of Aging (CDA).

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The recommended actions are necessary to allow CSS to submit the FY 2006-07 Area Plan Year-End Report to the CDA for approval. CDA approval of the Area Plan Year-End Report is a required condition of the State's agreement with the Area Agency on Aging (AAA).

Implementation of Strategic Plan Goals

The activities identified in the Year-End Report support the Countywide Strategic Plan Goals of Service Excellence, Organizational Effectiveness, and Fiscal Responsibility.

Performance Measures

All agencies contracting with CSS are required to develop benchmark criteria for each of their performance standards. CSS will assess the agencies' performance during each monitoring visit.

FISCAL IMPACT/FINANCING

The activities described in the Year-End Report are financed by the Federal Older Americans Act (OAA), State, and local funds.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Area Plan Year-End Report provides a retrospective account of progress made by the AAA in meeting specified goals and objectives identified in the Department's Area Plan during the preceding fiscal year of 2006-07. County Counsel has reviewed and approved Attachment A.

The report provides a performance status report to the community and CDA, which CDA uses to report to Federal and State officials on AAA activities, achievements, and significant barriers to local goals. It reaffirms the important role of the AAA in the local Planning Service Area as the advocate, planner, and administrator of programs for older adults and functionally impaired adults. The report includes:

- Summation of accomplishments and highlights of the AAA and its partners.
- Narrative on the status of goals and objectives set for the preceding year, which includes program development, emergency and disaster plans and efforts to raise public awareness of the AAA's mission and available services.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the FY 2006-07 Area Plan Year-End Report will enable the AAA to continue with its home and community-based long-term care initiatives and programs. These programs provide opportunities for functionally impaired and older adults to live out their lives with maximum independence and dignity in their own homes and communities.

Respectfully submitted,



WILLIAM T FUJIOKA
Chief Executive Officer

WTF:SRH:SAS
GP:RG:ap

Attachments (2)

c: County Counsel
Auditor-Controller

Appendix XIII – PSA # 19 Year-End Report

Attachment A

Check each applicable planning cycle:

☒ FY 2006-07 ☐ FY 2007-08 ☐ FY 2008-09 ☐ FY 2009-10

Person completing the report: Name/Title Brenda Sapp-Pradia

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Section I

The purpose of the Year-End Report is to provide a retrospective account of progress made toward specified goals during the preceding Fiscal Year (FY). The Year-End Report provides a performance report for the community and the California Department of Aging (CDA). It reaffirms the important role of the Area Agency on Aging (AAA) as an advocate, planner, and administrator of programs for seniors and adults with disabilities in Los Angeles County.

Accomplishments and Highlights

Public Hearings

Community and Senior Services (CSS) conducted seven public hearings, six jointly with the City of Los Angeles Department of Aging (LADOA). The hearings were conducted throughout Los Angeles County and the City of Los Angeles in March and April 2007. During the public hearings, speakers from the Metropolitan Transit Authority, AAA Advisory Council, Department of Mental Health, Midnight Mission, Homeless Older Adults Project Shelter Partnerships and others presented information on Transportation, Lesbian, Gay, Bisexual & Transgender (LGBT), Homelessness/Veterans and Older Women's Issues. The feedback received during these hearings served as a valuable tool in assisting the Department with refining its focus and highlighting ways to assist in achieving the objectives identified in the Department's Area Plan and 2007-08 Area Plan Update.

Older Americans Recognition Month

Older Americans Recognition Month was observed in May 2007. The County of Los Angeles' Board of Supervisors honored 100+ seniors from 88 cities and Mayors' offices within the five supervisorial districts on May 16 and 30, 2007. During the awards ceremonies, acknowledgements and a scroll were presented to each senior for their outstanding contributions in their respective communities throughout the county.

Accomplishments and Highlights (cont.)

Knowledge Fair

The Department and LADOA co-sponsored a Knowledge Fair on February 22, 2007, targeting Directors of Community and Senior Service Centers in the city and county. The event was held at the Culver City Senior Center. The theme of the Fair was "How to do Fundraising. " Over 140 persons attended the fair, of which, 88 were Center Directors. The purpose of the Knowledge Fair was to provide a forum for Senior Center Directors to share best practices for fundraising and discuss other issues relevant to managing Senior Centers.

Highlights of the fair included a speaker from the Special Services for Groups who spoke about funding infrastructures as well as budget source statistical information. A speaker from the California Community Foundation also spoke about the range of services that can be offered to baby boomers and the growing immigrant population. This information was critical to center directors when outreaching to the baby boomers and improving the services they currently offer. It also provided valuable outreach information for center directors in their efforts to obtain additional funds for their facilities and programs. Because the fair was such a success, the attendees agreed that a second Knowledge Fair should be held later in the year.

Nutrition

The Department administered the Senior Farmers' Market Nutrition Program, coordinating the distribution of coupons to purchase fruits and vegetables at local farmers markets to low-income seniors.

Collaborative Activities

The Department continues to collaborate with the LADOA. However, new collaborative activities began with the Department of Mental Health, Department of Military and Veterans Affairs, Community Development Commission and Office of Senior Health. Departmental staff also became a part of the Mental Health Taskforce. In addition, the Department began holding regular stakeholder meetings with some its contracted agencies to keep them abreast of departmental activities associated with their programs and get feedback as to their needs and issues. These meetings also serve as a platform to include contractors in discussions on how to improve and increase the services provided to seniors and disabled adults.

Section II

In an effort to prepare for the increasing senior/baby boomer population, the Department continues to educate staff, AAA Advisory Council members and senior advocates on issues concerning transportation, housing, LGBT and other key issues.

The Department, in collaboration with LADOA, developed a professionally staffed zip code based Assessment and Referral program to provide family support and respite care referrals in order to strengthen the delivery of services to seniors and the disabled adults.

Section II (cont.)

Because of the success of the first Knowledge Fair held in February 2007, it was recommended that there be additional Knowledge Fairs. The attendees of the first fair recommended that the next session address issues pertaining to increasing participation of baby boomers at the centers as well as intergenerational activities. The theme of the second fair is "Bridging the Generation Gap."

The Department is currently redesigning/restructuring its multiple senior program contracts through the unbundling of the funding streams. Request for Proposals (RFP) are being developed for each funding stream, i.e. Title III E (Caregiver), Title C1/C2 (Nutrition), Linkages/IIIB (Case Management) and others in order to make the programs more effective and track the clients associated with each funding stream.

AAA Advisory Council members advocated with the legislature in support of bills that supported senior programs. The Advisory Council members also advocated with the County's Board of Supervisors for additional funds for senior programs, particularly the Nutrition programs. AAA staff also advocated with the legislature to support the augmentation of funds for the Adult Protective Services Program.

Section III.

Goals and Objectives

Goal 1 Innovation and Growth

Mobilize change through increasing information and assistance capacity. (Objectives 1.6, 1.7, 1.8, 1.10, and 1.11)

Nutrition

In an effort to train and provide resources to nutrition service providers, the AAA Nutritionist and Effective Nutritional Health Assessment and Networks of Care for the Elderly (ENHANCE) Registered Dietitians provided multiple educational classes monthly. These sessions provide valuable information in addition to providing one-on-one consultation to high risk clients who are a part of the nutrition program. The Dietitians also reviewed medications, discussed interaction between medications and dietary concerns with seniors. ENHANCE has been previously recognized by the National Association of Counties and the Los Angeles County Productivity and Quality Commission for its contributions to the health and well-being of the citizens of Los Angeles County.

The Dietary Administrative Support Services (DASS) staff, which contracts with Consulting Nutritional Services, provided centralized dietary services and oversight at food production locations for AAA nutrition service providers. This service helps the AAA ensure that providers are in compliance with menu development, food production, and safety and sanitation regulations.

ENHANCE and DASS both help to ensure that the nutritional needs of seniors are being met in the most efficient and individually sensitive manner.

Goal 1 Innovation and Growth

Information and Assistance (I&A)

The Department is currently developing a plan to expand and improve its outreach activities to the community in order to make the public more aware of the senior programs and services available. Training of departmental staff, additional community education, development of new brochures and informational material will also be part of I&A expansion, as well as the addition of staff in the I&A unit. Other activities that are in progress in order to expand public awareness include the following:

- Collaboration with stakeholders to develop outreach activities and assess training needs for older adults, adults with disabilities and caregivers. Increased efforts are also being made to access hard to reach populations.
- Presentations have been provided to the Advisory Council and the Los Angeles Commission on Aging to increase their awareness of AAA programs in order for them to advocate and increase awareness in their communities.
- CSS expanded existing community partnerships by working with the Community Development Commission, Department of Military and Veteran Affairs, Department of Mental Health and Los Angeles Homeless Services Agency to address the unmet needs of older adults and adults with disabilities.
- Presentations were provided to the full body of the AAA Advisory Council and individual Advisory Council sub-committees by the Department of Mental Health, Office of Senior Health, Community Development Commission Housing Authority and the Metropolitan Transit Authority to provide information on issues that affect seniors.
- AAA Advisory Council Speakers' Bureau conducted multiple presentations in communities throughout the County. Informational packets containing information of services available to seniors and disabled adults were disseminated to organizations and senior groups.

Emergency Preparedness

Departmental staff is actively working with community/senior centers, AAA contractors, AAA Advisory Council and the County's Office of Emergency Management to develop a comprehensive, integrated, countywide disaster plan. In addition, AAA staff is working with the Department's Contract Management and Compliance sections to ensure that contractors have a comprehensive emergency preparedness plan, are aware of their responsibilities when responding to a disaster and are in compliance with requirements pertaining to emergency preparedness. This requirement will also be part of every contract let by the County.

Year-End Status: The completion dates for the objectives were extended through the end of the Area Plan period. Activities to meet the goal of the objectives continue.

Goal 2 Customer Value

Increase capacity of adults with disabilities and older adults to maintain their independent living status through self-directed care and information and assistance. (Objectives 2.8, 2.9, 2.11 and 2.13)

Nutrition

CSS in partnership with Consultant Nutrition Services (CNS) established a Distinguished Site Award. Awards were presented to multiple nutrition sites at a ceremony held in January 2007.

This year ENHANCE Registered Dietitians partnered with local pharmacist to educate seniors about drug-to-drug interactions in addition to food-drug interactions and the dangers involved.

Senior Community Service Employment Program (SCSEP/Title V)

The Department's SCSEP/Title V program provides part-time, on-the-job training for older adults. Eligible persons are Los Angeles County residents, 55+ years of age, unemployed and whose income falls within federal low-incomes guidelines. The goal of the program is unsubsidized employment of older workers. In Fiscal Year 2006-07, 200+ participated in the SCSEP/Title V program, providing over 200,000 hours of service to the community and 24 new host agencies were added to the program in 2006/07.

The SCSEP Program Director provided quarterly training sessions for participants of the programs and annual training sessions for Host Agencies. In addition, the Program Director staffs the AAA Advisory Council Employment/Transportation committee. When necessary, she provides training and information on the program to the committee members.

The Program Director continues to promote senior employment through multiple networks and training sites.

Integrated Care Management Program

AAA staff continues to work with the department's Contract Compliance Section to ensure that contractor documents are being reviewed and measurements are in place to assess contractor performance in accordance with program requirements.

Year-End Status: The completion dates for the objectives were extended through the end of the Area Plan period. Activities to meet the goal of the objectives continue.

Goal 3 Operational Excellence

Optimize adults with disabilities and older adult capacity to maintain their independent living status. Develop the infrastructure to support both program and the core role of the AAA, information and access. (Objectives 3.1, 3.4 and 3.8)

Integrated Care Management Program

The AAA is currently in the process of redesigning the Integrated Care Management Program (ICMP). This process is part of the department's efforts to unbundle the funding streams of programs mandated by the Older Americans Act. Also, Adult Protective Services funds were deleted from the ICMP effective early 2007. The redesign will be completed and the Request for Proposal released in early 2008.

Departmental Web Site

The Department contracted the services of a consultant who is currently in the process of redesigning the department's web site in order to make it more effective, informative and user friendly. The redesign's completion date is projected for late 2007.

Year-End Status: The completion dates for the objectives were extended through the end of the Area Plan period. Activities to meet the goal of the objectives continue.

Section IV

This year ENHANCE Registered Dietitians partnered with local pharmacist to educate nutrition providers and seniors about drug-to-drug interactions in addition to food-drug interactions and the dangers involved. The Dietitians also provided consultation to seniors, reviewing medications, discussing interaction between medications and dietary concerns. The Department also utilized the services of Partners in Care to provide classes on fall prevention and other safety practices for seniors. One presentation was prevented in the first quarter of the year to the full body of the AAA Advisory Council and presentations are being provided to seniors in multiple settings and locations. The sessions also focus on medication management and physical activity. These activities are continuing in different locations throughout the County.

The Department partnered with Partners in Care and Kaiser Permanente to develop a Be Well Program. Be Well is a fitness and exercise program designed to provide nutritional counseling and low impact exercise, as well as weight management designed for moderate to high risk seniors with chronic conditions. The Food and Nutrition Management Services runs the program which is provided at a Senior Center site in the City of Inglewood. The City of Inglewood provides transportation for seniors to the site.

Section IV

Through the use of pre/post tests with baseline measures collected before enrollment and later in the program, individuals participating will be monitored for a host of measures, including the following:

- Improved health outcomes from the program which will be measured by improvements in weight, blood sugar levels, blood pressure, nutrition risk scores, body mass index, lipids, hemoglobin and other critical factors.
- Demonstrate lower use of emergency rooms and hospitals in the six months following enrollment in the program as compared to the six months prior to enrollment.
- Demonstrate lower depression levels following enrollment in the program as measured by the factors established by program administrators.

A total of 41 at-risk seniors who were members of the Kaiser network from the Inglewood Medical Center enrolled in the program in March 2007; however, only 33 remained in the program. The ages of the participants ranged from 63 to 94. During the first evaluation phase, the program appears to be successful in engaging and retaining the seniors enrolled in a community-based exercise and nutrition program. Furthermore, participants' health improved, risks associated with falls reduced as well as their fear of falling, blood pressure and cholesterol levels were reduced along with a host of other physical critical measures that are cited above. Seniors' emotional health appears to also improve, with reductions in depression levels and improved nutritional habits. Due to the success of the program, the Department and its partner plan to begin programs in two other cities in the County.

Section V

The plans for the expansion and enhancements of the I&A system is still in progress. As part of the enhancements, improvements to the telephone and referral system are also being considered. Departmental staff is also assessing the feasibility of including I&A activities as part of the new Management Information System currently under evaluation.

Activities have begun to increase public awareness of the caregiver program by holding meetings with the caregiver providers. During these stakeholder meetings, the group is actively discussing ways to increase public awareness of the caregiver program and outreach to the community. The Department, with input from the caregiver network, is assessing the feasibility of a media campaign in addition to other options.

As previously identified in Goal #1, the Department continues to work on a comprehensive emergency preparedness plan that will include contracted agencies.

All of these activities are still in progress through the end of the Area Plan cycle which currently ends in 2009. Some of the objectives due dates identified in the original document for the Area Plan were changed in the 2007/08 Area Plan Update to allow additional time for more in depth analysis and to develop more comprehensive and efficient outcomes.

Section VI

- Over 2,500 caregivers utilized the caregiver program during Fiscal Year 2006-07.
- 1,375 individuals utilized the legal services provided through the Bet Tzedik contractor.
- Over 1,300 complaints were received and acted upon by the Ombudsman contractor.
- Over 11,000 persons participated in activities provided by the Health Insurance Counseling and Advocacy Program.
- More than 5,600 clients received assistance from the Home Based and Integrated Case Management system.
- Over 1 million meals have been served at congregate meal sites and over 850,000 meals were delivered.
- The first Knowledge Fair was held in February 2007 addressing the issue of "How to do Fundraising" as well as other subjects that are critical to Community/Senior Center Directors.
- The development of the Practicum Partnership Program with Cal State Los Angeles began to bring in student interns whose concentration is geriatric social work. The program will be expanded to include other schools as well to ensure the next generation of service delivery needs will be addressed.

The Department advocated to the County's Board of Supervisors for additional funding for its nutrition program in order to reduce the waiting lists for home delivered meals and over service at the congregate meal sites. The Board approved additional funds for the nutrition program. In addition, the Department is working with the nutrition providers to assess the conditions of vehicles used to deliver meals to seniors in order to determine if some of these vehicles can be replaced. In addition, the Department will continue to work with its stakeholders to assess ways to improve services to seniors and adults with disabilities.

The Be Well Program continues and will be evaluated again in order to assess whether or not the program continues to be effective.

Collaboration with the caregiver contractors will continue in order to increase awareness and improve the services provided. In addition, as part of the new RFP for the caregiver program, services for grandparents who are caregivers will be stressed.

The Department will also increase its collaboration activities with the Department of Mental Health, Military and Veterans Affairs, homeless organizations, LADOA, other partners in order to better serve the seniors and disabled adults in the County of Los Angeles.

CSS will continue to respond to the needs of the community through the 2009 planning process based on needs and services identified by the community and stakeholders throughout the year. In addition, overall, awareness of services for seniors and adults with disabilities continues to be an important focus for CSS. Presentations to community groups, participation in fairs, collaboration with partners and other outreach activities that have proven to be effective strategies for informing community members and stakeholders about issues and services will continue.

TRANSMITTAL LETTER

LOS ANGELES COUNTY

PSA Number: 19

☐ FY 05-06☒ FY 06-07☐ FY 07-08☐ FY 08-09

The Year-End Report provides a retrospective account of progress made toward specified goals during the above checked fiscal year. It provides a performance report for the community and the California Department of Aging. It reaffirms the important role of the Area Agency on Aging as the advocate, planner, and administrator of programs for seniors for older adults and adults with disabilities in Los Angeles County.

We the undersigned recognize the responsibility within each community to establish systems in order to address the care needs of older adults and adults with disabilities, their families and caregivers in this Planning and Service Area. By signing below, we confirm that we have had the opportunity to participate in the planning process of activities related to the Area Plan and review this Year-End Report.

1. (Signed) _____
Supervisor Yvonne B. Burke
Chair, Governing Board

Date

2. (Signed) _____
Zelda Hutcherson, President
Area Agency on Aging Advisory Council

Date

3. (Signed) _____
Cynthia D. Banks, Director
Community & Senior Services, Area Agency on Aging

Date
